

SYSTEM FOR MONITORING AND ANALYZING THE PERFORMANCE OF
INFORMATION SYSTEMS AND THEIR IMPACT ON BUSINESS PROCESSES

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Abstract of the Disclosure

A system for monitoring, analyzing and improving information systems which serve critical areas of business concerns includes a review of a concern's business processes, with identification of at least one critical business process of the concern, followed by identification of elements of information systems structure of the concern that support or affect each identified critical business process of the concern. Once this has been done, equipment is deployed at the client concern, including necessary software on and off the client site as needed to collect and monitor data from the identified information systems elements. The equipment is connected to an on-site server. Parameters are set as to what data will be collected and the manner in which data will be collected from the identified elements, then data are collected from the pre-identified points in the information system's structure. These data are transferred from the on-site server to an off-site data warehouse, then processed in accordance with preselected metrics

to create metadata regarding the client concern. Finally, the data are rendered, formatted in a preselected manner and forwarded to the concern, preferably with reports to the client concern as to performance of the monitored information elements and the affected business processes, and including recommendations for improving the information system's structure and its performance.